Date:	26 September 2014
Time:	9:45 AM to 11:15 AM
Location:	WebEx
Next Meeting Date:	3 October 2014

Meeting Agenda

- Review of R38 Issues
- New Issues identified on 26 September

Meeting Minutes

R38 Issues Review

- *PostalOne!* #4938
    - Randy says that there is Scorecard data available going back till September 2013
        - but he couldn't validate it
    - Historical Data for Change of Address is not there
    - Wasn't able to validate those volumes of data in there going back to September 2013
        - But some was missing
    - Question: Is that data missing from the scorecard or some other report?
        - That is missing from the scorecard
        - No ticket submitted
- *PostalOne!* #4924
    - It did come up but it took two minutes to find a job with a single error
        - This should take under one minute
    - Rose Flanagan experienced the same delay on multiple attempts
    - This functionality is not operating at the expected standard
- *PostalOne!* #4925
    - Steve did not see this happening
        - He cannot say he fully validated his data
    - When J.P. Morgan looks at their September data their volume significantly dropped
        - Volumes coming from their pre-sort vendor is getting picked up in the vendors stuff and not in J.P. Morgan's
        - The book ending logic maybe working for J.P. Morgan
    - Steve is not seeing all of the undocumented data in their reports either
        - Only seeing the first ten days of the month for undocumented after that
        - Did not see anything after that
    - Question: Wasn't there something about the data restore or the data build not completed until last night [25 September] or this morning?
        - This is regards to undocumented data

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- There was a catch-up going on, but you should be able to see undocumented data in the Undocumented Reports in the Scorecard
- Per Matt Chaplin, this should be fully caught up
  - Though there may be some data going on
  o 100 percent of J.P. Morgan volume goes through PBPS but is still showing a significant volume
    - If Pittney has not been recast yet that might explain why J.P. Morgan's numbers are higher than they should be for that site
  o Mark is showing all of undocumented while operating as a pre-sort house and have not seen the book ending having a major impact on him
  o Per Matt Chaplin, this issue only applies to undocumented sampling and not book endings
  o Not fully tested by mailers
- *PostalOne!* #4975
  o Rose Flanagan says the front page of the Scorecard is not matching the data when she drills down
    - Randy Randall says his numbers don't match either
    - This is happening to multiple mailers
  o Matt says to make sure that when drilling down make sure to only select errors, not warnings
    - Both Randy and Rose say that are not looking at warnings
  o Rose believes her drill downs are accurate, but the scorecard is not showing those errors
  o Bob Rosser sees a lot of discrepancies between the summary and the drill down reports
  o This issue is not resolved
- *PostalOne!* #4976
  o Rose Flanagan said that she had a buy/for error on non-profit mailing
  o It was saying that it wasn't the non-profit owner even though it was a non-profit CRID
  o Only one showed up in September
  o Question: Did you report that to the help desk?
    - No, Rose found it this and will report it to the help desk later today
  o Not validated by mailers
- *PostalOne!* #4927
  o No comments made
  o Not validated by mailers
- *PostalOne!* #5060

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- o Arlene had scorecard reviews with mailers yesterday (25 September) and they are comfortable with the volume
- o The issue (#4975) from earlier is that the scorecard is lower than the drill down while this issue is the opposite
- o Question: Randy, do you know which of your CRIDs are having that issue?
  - He can only remember Sacramento
  - Rose has the same problem
- o According to Sharon, there may be variance on this description
  - The jobs on the mailer scorecard were inflated
  - The volumes were inflated
  - The overall scorecard was completely wrong
  - Not sure if there was an inflated number of errors
- o Bob Rosser agrees with Randy
  - The summary reports and the scorecards at a mailer owner/mail preparer view are much lower than the drill down total
  - Trying to validate counts as a mail preparer compared to the mail owner is seeing for the work that we have performed for them
- o Question: Bob, do you have a specific example?
  - Yes, I have forwarded to Garrett, Jason, and Arlene
- o **Action Item**: Arlene Zisow & Bob Rosser
  - Send Bob Rosser's email describing Bob's issue to IT for review
- *PostalOne!* #5065
  - o Richard says that none, if any, of the manual statements are included in the scorecard
    - As a result the data may not match what they believe if they put in hard copy postage statements
  - o Question: Is anyone seeing negative values in their scorecard on their profile tab?
    - John Whittington is seeing negative values
    - Three or four other mailers are as well
  - o Beth Bigelow says that there is a separate defect that is impacting some mailers
    - The negative values may be a result of this separate defect
- Question: Wasn't it October when they were going to start generating sample invoices off of September data?
  - o Yes, but for information only
  - o The information only invoices are going to show bad information
    - Arlene and Beth will take this into consideration and act accordingly
- *PostalOne!* #5066

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- o Not validated
- *PostalOne!* #12371
  - o Not validated by mailers
- *PostalOne!* #5166
  - o Not validated by mailers
- *PostalOne!* #5167
  - o Detailed reports are not good
  - o This issue does not have anything to do with the reports returning on time
    - It's related to a daily process that runs in the background which updates new errors and mailings
    - That process was running long and not completed by its scheduled time
  - o Not an execution issue, but is a background issue
  - o Question: can this group measure this error?
    - Probably know by individual jobs 48 hours after finalization
  - o Question: wouldn't the Postal Service know if their background service is running an update timely or does it require someone to open a ticket to find out if their system is working?
    - According to Beth this issue is being monitored and does not need mailer review
  - o Rose would like a periodic update from the USPS on this issue
  - o Per Matt Chaplin, this has been running faster
  - o **Action Item:** Matt Chaplin
    - Provide an update to *PostalOne!* #5167 to the sub-group
- Two questions from John Whittington
  - o The negative numbers he was seeing were yesterday but he does not see them today. Was there something put in last night?
    - Beth said nothing was deployed last night.
    - **Action Item:** Beth Bigelow
      - Research John Whittington's CRID to understand what happened to it
    - Other mailers are having trouble with negative numbers as well in their non-Full Service numbers
  - o He keeps trying to get previous months data, but only receives data for September
    - When he tries to select previous months he is not given any options and only the September data is returned
  - o Defect #4527 is affecting Seamless Mailers disproportionately with the issue that is causing total pieces to be off

- ▪ That issue is causing total pieces and your number to be off
- ▪ Not all of the piece counts are being imported for non-full service mailings
- ▪ Total pieces aren't being updated correctly
- ▪ And when we deduct your full service pieces from the incorrect total it's causing negative non-full service pieces as well

- SASP #1942
  - o No comments
  - o Not validated by mailers
- SASP #2027
  - o Yes, mailers are seeing categorized undocumented errors
    - ▪ Sampling
    - ▪ Mail Processing Equipment
  - o Question: does N/A count?
    - ▪ A lot of mailers are seeing N/A
- *PostalOne!* #5025
  - o No comments
  - o Not validated by mailers

- *PostalOne!* #5082
  - o Mailers are confused as to what this issue actually is
  - o The defect was that single piece lines were not being loaded for processing
    - ▪ The fix was to correctly load the first class mail residual single piece lines
    - ▪ These should be loaded in SASP and processed correctly
  - o Question: Processed as non-automated?
    - ▪ Yes
  - o Not validated by mailers
- *PostalOne!* #5122
  - o Holly Kozlencer, from Quad Graphics, is still having issues getting to the details in the scorecard
  - o Some errors are not loading
  - o Question: What errors are you receiving?
    - ▪ No data for this view
    - ▪ Drilling into the buy/for errors
  - o **Action Item:** Holly Kozlencer
    - ▪ Send the CRID that is experiencing the buy/for errors to Arlene

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- *PostalOne!* # 5191
    - o Beth Bigelow says that if a mailer has more than 100 errors, only the first 100 would be reported to MicroStrategy (which is normal) and only 100 would be included in the aggregate count
        - ▪ The aggregate count was updated to include all of the errors, not just 100
    - o Steve see more than 100 errors in the scorecard for that
    - o Bob Rosser identified a new issue (10:36)
        - ▪ The summary counts on some of that are still deflated from the drill down
            - • Referring to the deflated count difference between the summary and drill down reports
        - ▪ **Action Item:** Beth Bigelow
            - • Investigate the issue raised by Bob Rosser
    - o Not validated by mailers
- Question: What does "resolved" actually mean
    - o That the sub-group would not focus in on the issue anymore
    - o The USPS wants to be comfortable telling the Mailing Industry that all defects resulting from R38 are corrected, please start using your reports again
    - o Super User concurrence that the data is "good to go"
- *PostalOne!* #5199
    - o This issue only applies to the:
        - ▪ August 2014 data
        - ▪ Miss-shipped and EPD errors
    - o There still seems to be many discrepancies that we're finding that make no sense
        - ▪ Arlene will address this comment with her spreadsheet
    - o Not validated by mailers
- *PostalOne!* #5238
    - o Question: how do we know if they are not showing up?
        - ▪ If errors are showing up after the 24th, then the error is cleared up
    - o Randy did see scans after the 24th, but doesn't think they're current
    - o Not validated by mailers
- Additional errors are scheduled for fix on, or after, 9 November

New Issues Identified on 26 September

- On the eInduction tab, data shows were are sending as many pallets to non-SV sites are ware sending to eindcution, which is false (Bob Rosser)

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- Undocumented Trend Chart in the MSTR does not match Undocumented data in Scorecard
- Undocumented data in Scorecard does not reflect actual mailing patterns from historical data
- Mailer owner Report in *PostalOne!* Non-profit mailings is showing wrong minimum denomination and duplicating total pieces, total affixed, and total postage across all CRIDs associated to the non-profit.
    - o This only applies to the Mail Owner Report
- Undocumented has not changed yet
    - o Book ending logic is not working for United Mail
    - o Question: Is your undocumented high or low?
        - ▪ I don't know if it's changed a lot
        - ▪ It's all over the road
        - ▪ Over 500,000 pieces one day and then 6,000 pieces the next for a single CRID
    - o One of the issues covered caused the failure of 150 million pieces didn't get imported to SASP and didn't get counted
        - ▪ This caused radically inflated undocumented counts
        - ▪ Root cause has been corrected and resulted in the drop in undocumented pieces
- Question: Has the book ending performance issue been corrected?
    - o The performance issue with the detailed error report was corrected on 9/18
- Performance issue with executing bookend detailed report. Report keeps running and does not execute
    - o **Action Item:** Matt Chaplin
        - ▪ Look into the performance of the book ending error report for United Mail
- Question: Would the import error into SASP also cause a delay in the Change of Address information?
    - o Change of Address information is fulfilled through *PostalOne!*, not Single Source
    - o Yes, if you were impacted by the SASP import delay that could have seen a delay in your ACS fulfillment
- Scorecard landing page is showing less errors than the sub-reports, the customer has confidence in the sub-reports but not the Scorecard
    - o Quad Graphics is seeing the opposite problem
    - o Question: Is there a specific condition where the Scorecard is showing less errors than the sub-reports, or is that a general observation?
        - ▪ If "None" is selected on the detailed report than my detailed report shows more than the Scorecard

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- ▪ If "Full Service" on the detail than the detailed reports shows fewer errors than the scorecard
- Non-full Service Piece Counts are showing as negative amounts
- There are more handling unit errors than actual handling units processed
  - o Example: there were 83 errors on 81 trays used for a single job
  - o Those counts are counts of errors, not counts of handling units with errors
    - ▪ It's possible that one or more handling units had more than one error
  - o **Action item:** Beth Bigelow
    - ▪ Research this issue to find out if JPMC had a handling unit with more than one error, or if there is an issue with the system
  - o Bob Rosser concurs with the confusion that this causes
  - o It would be beneficial to know when looking at the scorecard which line items are wrong because of internal system errors, not mailing/mailer errors
    - ▪ That data is not currently available, but Arlene is working on it
  - o There are two different categories
    - ▪ Handling unit nesting sortation errors
    - ▪ Nesting and sortation piece errors
      - Would have thought that multiple items in a tray that were wrong that's where the piece errors would have come in
- There is an offset on the line items in the mailer scorecard.
  - o From the left hand column on the right, there seems to be an offset. Compatibility mode has already been deployed, but still having an issue
- On the electronic verification tab, the total number of Move/Update errors are inflated and unrealistic
  - o Example: on the scorecard, there may be 5,000 Move/Update errors, but when drilled down there are 50,000 errors

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Action Item	Owner	Due Date
Send Bob Rosser's email describing his issue to IT for review	Arlene Zisow	3 October 2014
Provide an update to PostalOne!® ALM #5167 to the sub-group until it is resolved	Matt Chaplin	Ongoing
Research John Whittington's CRID to understand what happened to it	Beth Bigelow	3 October 2014
Send the CRID that is experiencing the buy/for errors to Arlene	Holly Kozlencer	3 October 2014
Investigate the summary count deflation issue raised by Bob Rosser	Beth Bigelow	3 October 2014
Look into the performance of the book ending error report for United Mail	Matt Chaplin	3 October 2014
Research JPMC's handling unit error issue to find out if there was a handling unit with more than one error or if there is an issue with the system	Beth Bigelow	3 October 2014